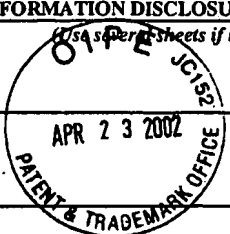
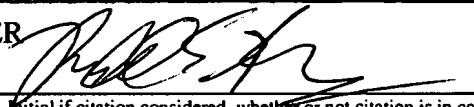
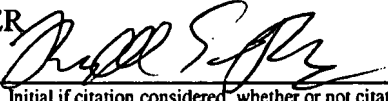


Form PTO-1449 (Rev. 2-32)		U.S. Department of Commerce Patent & Trademark Office		Atty. Docket No. TRAV0005		Serial No. 09/909,866	
INFORMATION DISCLOSURE STATEMENT <small>(Use separate sheets if necessary)</small>				Applicant <div style="text-align: right;">Mark J. STENDER, et al.</div>			
<div style="text-align: center;">  </div>							
				U.S. PATENT DOCUMENTS			
Examiner Initial		Document Number	Date	Name	Class	Sub-Class	Filing Date <small>(if appropriate)</small>
RS6		6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
		6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
<div style="writing-mode: vertical-rl; transform: rotate(180deg);"> RECEIVED JUN 6 2002 GROUP 3600 </div>		5,974,430	10/26/99	Mutschler, et al.	707	505	9/30/97
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FOREIGN PATENT DOCUMENTS							
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
RS6		"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996					
		"Solect Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998					
		"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998					
		"MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999					
EXAMINER 				DATE CONSIDERED 10/31/2007			
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.							

156	Grigonis, Richard, "App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 54, September, 1999
↓	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," Proceedings of the 32 nd Hawaii International Conference on System Sciences, March, 1999
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APR 26 2002 Technology Center 2100	
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